| | | | |
|---|---|---|---|
| To: | All Rental Housing Tax Credit Recipients | **Notice:** | MFD-09-05 |

From: IHCDA Multi Family Department
Date: March 4, 2009
**Re:** **Online Management System Registration Instructions**

Starting on January 1, 2009 all IHCDA assisted multi-family developments, containing more than ten (10) IHCDA assisted units (i.e. HOME, CDBG, Tax Credits, and Development Fund), are required to enter tenant events using IHCDA's Indiana Housing Online Management rental reporting system. Tenant events include move-ins, move-outs, recertifications, student updates, household composition updates, rent updates, and transfers.

To begin using the Online Management website, the owner of the development **must** have access to the system. Once the owner submits a request for access to the online system, IHCDA will verify the request and grant access. After the owner has been granted access to the Online Management system, **the owner will be the one to give access to any other users who will access the system for the development**. Owners may grant access based on an individual's job duties for the development. The following is a breakdown of system permissions and the abilities associated with the permissions:

- **Administer OC Properties**: Users full rights (except assigning themselves properties) to everything in the online system. Edit OC information and finalizing it. Also, they can manage users. Meaning you can give them the ability to assign rights to different users.

- **Edit OC Properties**: Users have the ability to Edit and View all owner certification information, but they do not have the ability to finalize.

- **View OC Properties**: Users will only be able to view the listed information, and will have no editing abilities.

- **Administer Project (Property Owner)**: Users have the ability to do everything. This is only for the property owner, and can only be given by IHCDA pending verification.

- **Administer 8609 Progress Reports**: Full rights to Progress reports and can manage progress reports Users.

- **Edit 8609 Progress Reports**: Ability to Edit and View Progress Reports, but cannot finalize.

**30 S. MERIDIAN ST. SUITE 1000 - INDIANAPOLIS, IN 46204 - HTTP://IHCDA.IN.GOV**
P: 317.232.7777 - F: 317.232.7778 - TF: 800.872.0371

EQUAL OPPORTUNITY EMPLOYER AND HOUSING AGENCY

State of Indiana
Lieutenant Governor
Rebecca S. Skillman

- **View 8609 Progress Reports**: Able to view the progress report information only.

The attached instructions demonstrate how to request access to the system and can be used by development owners or development personnel.  Please click on: **Indiana Housing Online Management**  or **https://ihcdaonline.com/** and complete the registration information.

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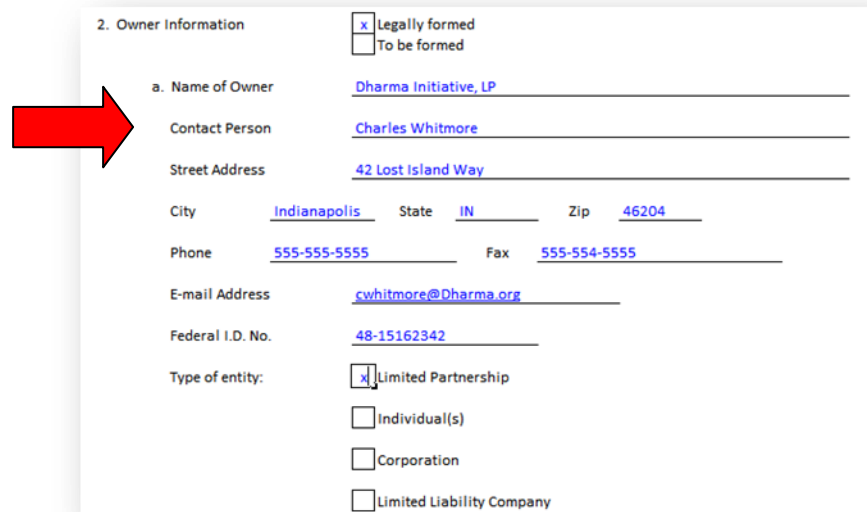
# Having Trouble Getting a Web User Name or Managing Your Users???????

Web User Guide

***Getting Started***

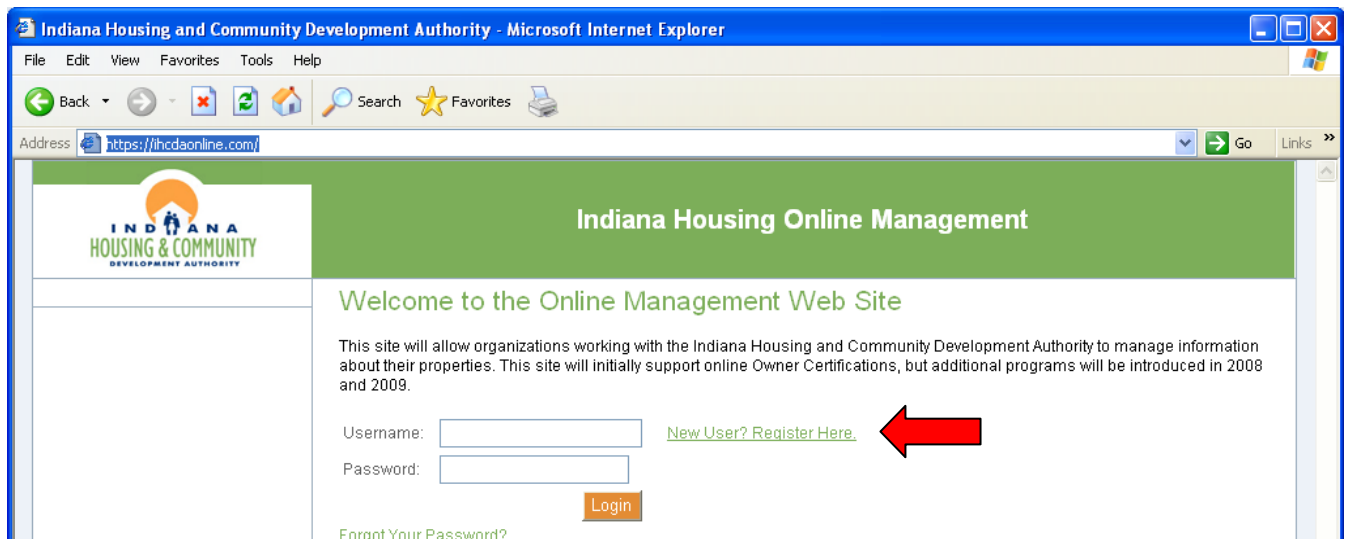1. Are you the Owner listed on the application for the requested development?



If YES, then you are the person in charge!

*EVERY OWNER SHOULD HAVE A USERNAME AND PASSWORD*

If NO then your owner needs to get a USER NAME and PASSWORD before you can do ***anything***. *please see non-owner web users*

Owner Set Up.
1. Go to https://ihcdaonline.com/.
2. Click "New User Register Here"

Fill out the Necessary contact information.

**Registration**
In order to gain access to this website, you must reque[st]

| | |
|---|---|
| First Name: | Charles |
| Last Name: | Whitmore |
| Organization: | Dharma Initiative |
| Organization Address: | 42 Lost Island Way |
| City: | Indianapolis |
| State: | IN |
| Zip Code: | 46204 |
| Telephone: | 555-555-5555 |
| Fax: (optional) | 555-554-5555 |

If you are an *owner be sure to check this tab------ Property Owner?  ⦿ Yes   ○ No

*(owner listed on the application)

     Note: this is **NOT** if you work for the owner or owner organization!!!!

| | |
|---|---|
| E-mail: | cwhitmore@Dharma.org |
| Username: | cwhitmore@Dharma.org |
| Password: | ••••••• |
| Confirm Password: | ••••••• |

Request Access to all the properties that you are listed as the *owner.

Please enter a property BIN number or Award number. For example, enter IN-99-9999 or HM-999-9999. If there are multiple buildings for a property, please only enter the FIRST BIN. You do NOT need to enter every BIN for a property.

BIN or Property Award Number: IN-09-99999   Add

IN-99-12345
IN-99-54321

Submit

After you have added all of your properties, hit the submit button.

IHCDA will then process your request, by verifying that indeed you are the owner. IHCDA *DOES NOT PROCESS REQUESTS FOR NON-OWNERS*. If you selected the owner tab, and are not the listed owner on the application, your request will be *DENIED*.

**NOTE: OWNERS YOU ARE RESPONSIBLE FOR MANAGING YOUR USERS, IT IS VERY IMPORTANT THAT YOU HAVE A USERNAME AND ACCESS TO ALL OF YOUR PROPERTIES**.

There is a managing users feature. This will allow you to give access and special privileges to certain users. Some of these privileges include the ability to manage users themselves. This allows you to push the responsibility off onto your managers.

***Managing Your Users***

Once you have access to your properties you will be able to assign "user privileges".

You will be able to give access to your properties to anyone that has a username and password in IHCDA's system. If there is a person that you wish to give access to that does not have a username they must get one before you can assign them their privileges.

(non-owner usernames will be covered further down)

When you log will have the ability to select:
 Owner Certifications    or
 Progress Reports

Select whichever is applicable. For this example we will use "Owner Certifications"

Once you have selected "owner certifications" you will see a list of all the properties that you have access to. On the left hand side of the screen is a link that says "manage users" select it.

This will bring up your "user account management" screen.
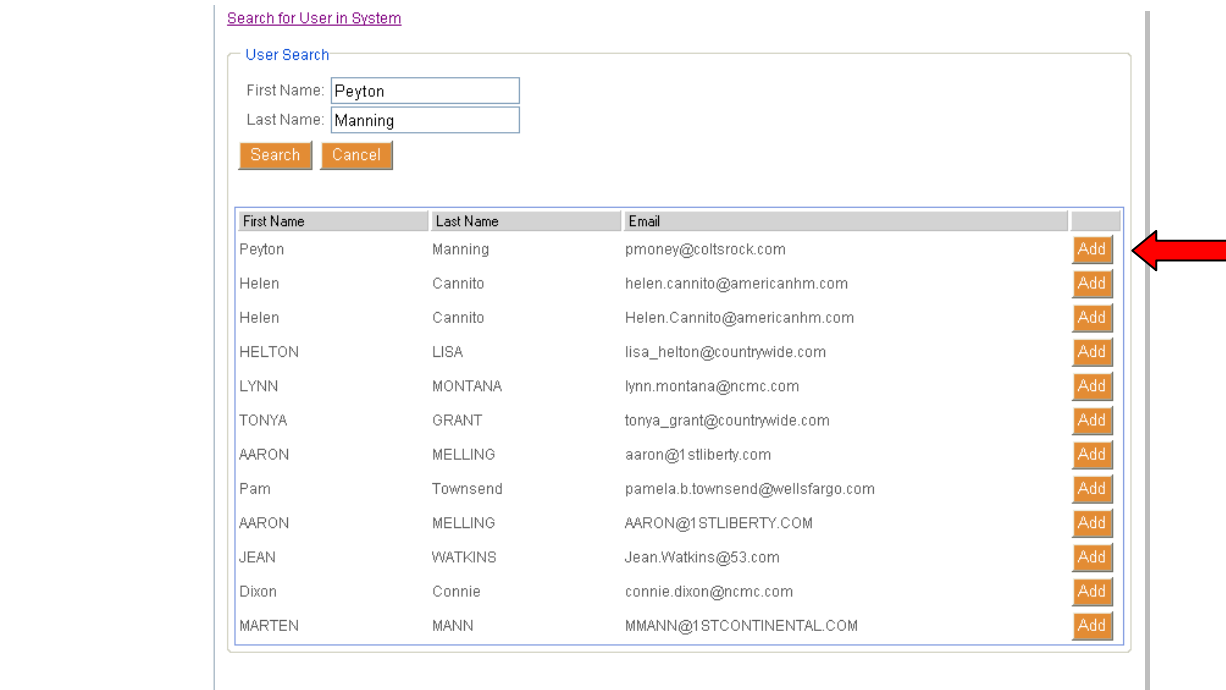


🔴 If you already have users that you can manage select the drop down box.

🔵 If you need to assign rights to a new user, select "Search for User in System"

> Note: you can only search for users that have registered usernames in the system. Make sure your user has a username and password. If not they must register as a "non-owner" user first. Once they request on of your properties, you will get an email notification.

## *Searching for Users in System*

Type the first and last name of the user and hit "Search".
> Hit the "add" button on the right side of the screen to add that user to your list.

This screen will allow you to assign specific privileges to that user and to what properties.

What do these privileges mean????

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**View 8609 Progress Reports**: Able to view the progress report information only.

***Non-Owner Web Users***

*IHCDA does not approve or process these requests. This is the property owners responsibility.*

If you are non-owner, without a username and password, follow these steps:

1. Go to https://ihcdaonline.com
2. Select the "New User Register Here".
3. Fill out the necessary contact info.    ➡️
4. Select **"no"** to Property Owner question.
   DO NOT SELECT YES, you will be denied.
5. Add all the properties you would like access to and hit submit. This will send an email to the owner letting them know you want access.
   ***Note: if the owner does not have a username you will not be given access.***

**Registration**
In order to gain access to this website, you must reque

| | |
|---|---|
| First Name: | Charles |
| Last Name: | Whitmore |
| Organization: | Dharma Initiative |
| Organization Address: | 42 Lost Island Way |
| City: | Indianapolis |
| State: | IN |
| Zip Code: | 46204 |
| Telephone: | 555-555-5555 |
| Fax: (optional) | 555-554-5555 |
| Property Owner? | 🚫 Yes    ○ No  ⬅️ |
| E-mail: | cwhitmore@Dharma.org |
| Username: | cwhitmore@Dharma.org |
| Password: | •••••••• |
| Confirm Password: | •••••••• |

Please enter a property BIN number or Award number. For example, enter IN-99-9999 or HM-999-9999. If there are multiple buildings for a property, please only enter the FIRST BIN. You do NOT need to enter every BIN for a property.

BIN or Property Award Number: IN-09-99999 [Add]    IN-99-12345
IN-99-54321

[Submit]

***Already have a Username? Want access to a new/another property?***

This can be solved two ways.
1. Ask your owner to give you access to the property.
   a. An owner can assign rights to their property to anyone that has a username.
2. Select the "request another property" link on your Properties Listings page.

Request another property

My Profile

Manage Users

Return To Programs Listing

**Properties Listing**

Properties Assigned to you:

| Property Name ▽ | Status ▽ | Award Number | Num Buildings | Num Units | Eff Date |
|---|---|---|---|---|---|
| 1047 N Centennial/3231 W 11th Ave. | Active | IN-94-11600 | 1 | 0 | 2009 |

3. Add the needed BIN#'s of the properties, select **"no"** for owner question and hit "Submit".

Please enter a property BIN number or Award number. For example, enter IN-99-9999 or HM-999-9999. If there are multiple buildings for a property, please only enter the FIRST BIN. You do NOT need to enter every BIN for a property.

If you are applying for access to more than one property, owner and non-owner access requests must be done seperately.

Property Owner?        ○ Yes    ⊙ No
BIN or Property Award Number: [          ] [Add]    [                    ]
                                                              [Remove]

[Request]